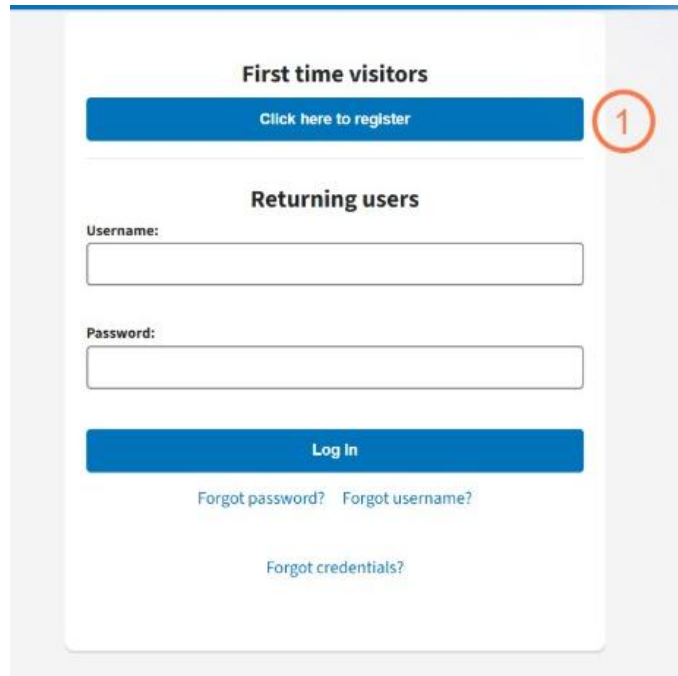


Accessing the Site

Registration Process for New Users (non-SSO)

New added users will receive a welcome email containing:

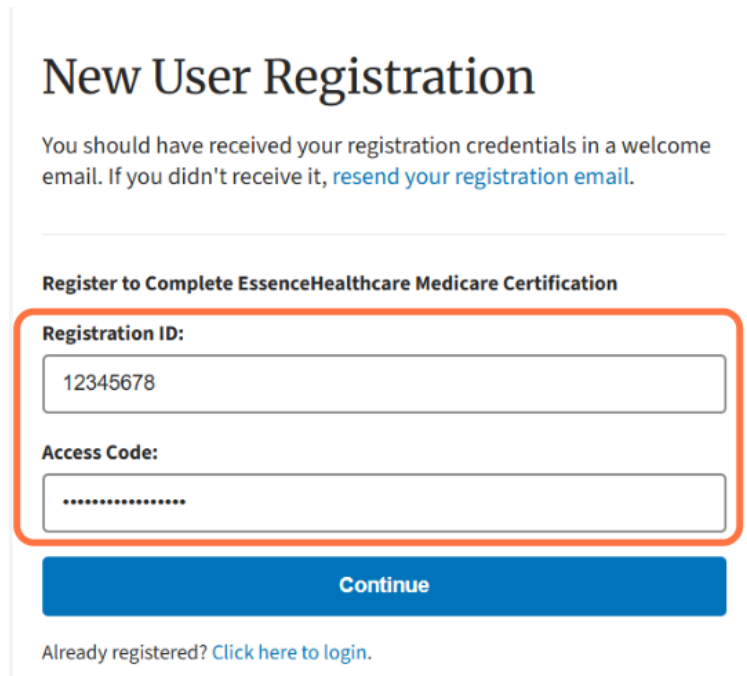
- Registration ID: **Your NPN**
- Access code: **BCBSAZ27**
- Link to registration page
<https://bcbsarizona.pinpointglobal.com/Apps/Medicare/default.aspx>



To complete the registration the user can follow the link provided in the welcome or click on the (1) 'Register' button on the homepage

Registration Instructions

1. Enter your 'Registration ID' and 'Access Code' and click 'Continue'.



New User Registration

You should have received your registration credentials in a welcome email. If you didn't receive it, [resend your registration email](#).

Register to Complete EssenceHealthcare Medicare Certification

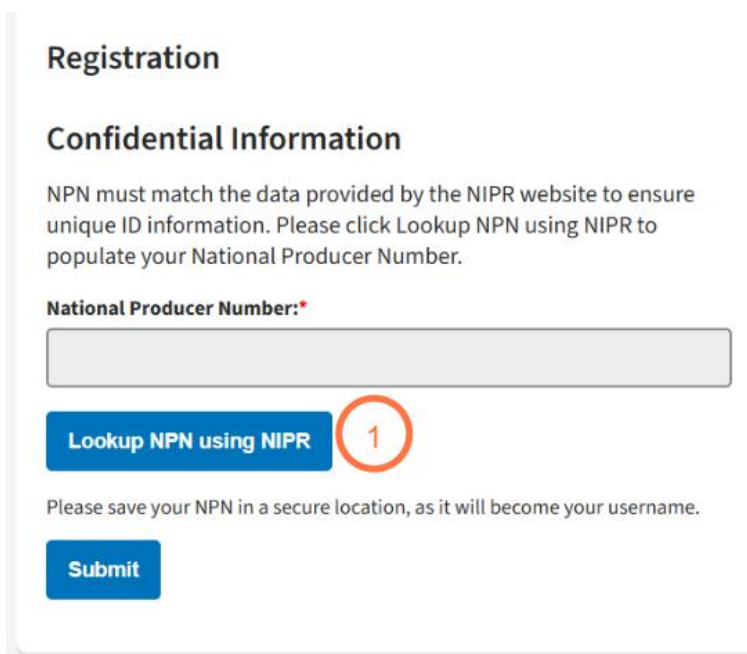
Registration ID:

Access Code:

Continue

Already registered? [Click here to login](#).

2. Select the (1) 'Lookup NPN using NIPR' button



Registration

Confidential Information

NPN must match the data provided by the NIPR website to ensure unique ID information. Please click Lookup NPN using NIPR to populate your National Producer Number.

National Producer Number:*

Lookup NPN using NIPR (1)

Please save your NPN in a secure location, as it will become your username.

Submit

- (1) Search for your NPN by SSN & Last Name or by License. Select (2) 'Submit Query' and confirm results. If correct, select (3) 'Use this NPN' to populate your NPN on the training site. If query does not result in your correct NPN, verify NPN and try again.

Close x

NPN Lookup

The National Producer Number (NPN) is a unique number that identifies each producer in the Producer Database (PDB). It was created to provide a solution to privacy issues surrounding the use of the Social Security Number.

The NPN is up to a 10-digit number, without leading zeros which is assigned to individual producers and some agencies. Producers and Agencies have their NPN's assigned automatically at the time of their addition to the PDB.

To find your NPN, use one of the search options below:

1 Search by SSN & Last Name

Search by License

SSN:

Last Name:

2

Reset

Submit

Cancel

Use this NPN

3

- Your NPN number is now confirmed. Click the 'Submit' button on the Registration page to continue and complete your registration information.

Registration

Confidential Information

NPN must match the data provided by the NIPR website to ensure unique ID information. Please click Lookup NPN using NIPR to populate your National Producer Number.

National Producer Number:

Lookup NPN using NIPR

Please save your NPN in a secure location, as it will become your username.

Submit

5. All required fields are marked with a *red asterisk and need to be filled out before the registration can be successfully submitted. The first and last name is pre-filled based on the pre-registration information and can't be altered during the registration process.

Please note that the required and optional fields presented depend on each client's registration requirements

Registration

Confidential Information

NPN must match the data provided by the NIPR website to ensure unique ID information. Please click Lookup NPN using NIPR to populate your National Producer Number.

National Producer Number:*

123456789

[Lookup NPN using NIPR](#)

Please save your NPN in a secure location, as it will become your username.

Personal Information

First Name:*	Middle Initial:	Last Name:*	Suffix:
Phil		Test	
E-mail:*		Confirm E-mail:*	
test@aol.com		test@aol.com	

Set Password

If you are a new user, please create a password below. If you are a returning user and do not enter a new password below, your password will remain the same as previously saved.

Password: *

Passwords must be at least 8 characters long and contain at least one numeric digit and one letter.

Confirm Password: *

Access for Returning Users

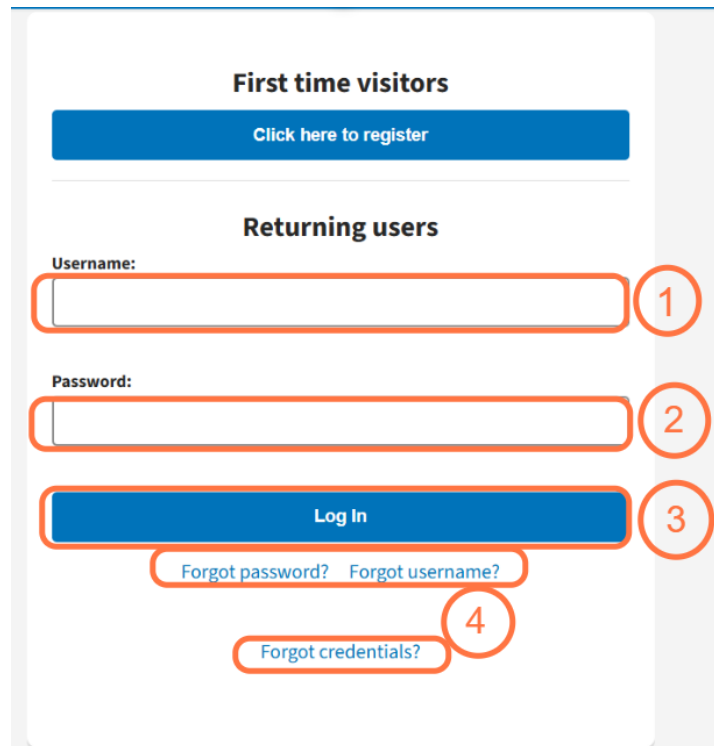
Direct Login

Users that have completed their registration can login directly on the homepage.

Under Login the user can enter their (1) **username** (typically this would be the user's NPN or for non-NPN users a combination of their last name and a random assigned number) and (2) **password** set when the account was first registered. Click on (3) **Login** to access the site.

If a user requires a recovery of their username or password, they can utilize the (4) **'I forgot my username'** link, which uses the last name and email address for verification, or **'I forgot my password'** by username lookup to retrieve their credentials for an already registered account.

In most cases, the username is the National Producer Number (NPN). Visit the National Insurance Producer Registry to look up an NPN: <https://nipr.com/help/look-up-your-npn>.



The screenshot shows the login interface for the Medicare Certification System. It is divided into two sections: 'First time visitors' and 'Returning users'. The 'First time visitors' section has a blue button labeled 'Click here to register'. The 'Returning users' section contains a 'Username:' label followed by a text input field (callout 1), a 'Password:' label followed by a text input field (callout 2), a blue 'Log In' button (callout 3), and two links: 'Forgot password? Forgot username?' (callout 4) and 'Forgot credentials?'. The callouts are orange circles with white numbers.

Getting Started

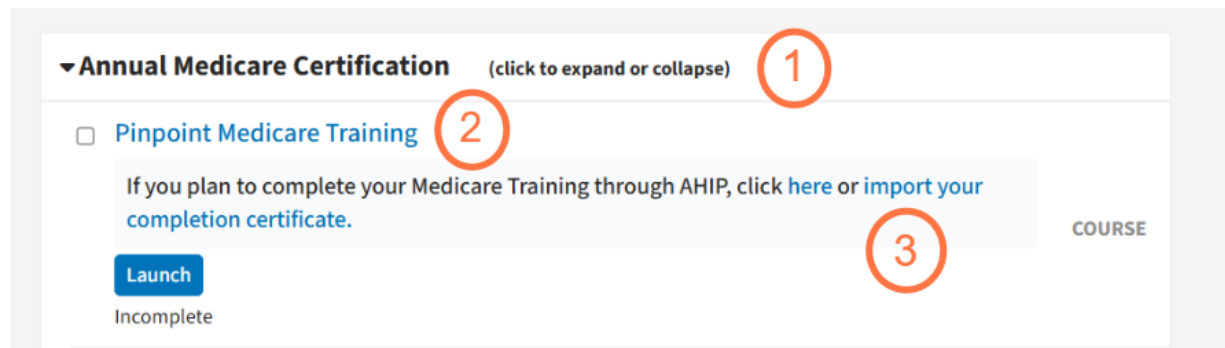
Once logged in and on the home page, click on **Certifications** to start your training and complete your requirements listed in the (1) track(s).

Pinpoint Medicare Advantage Certification

If you do not already have your National Certification, you can earn your National Certification with Pinpoint's Medicare Certification System website by clicking the title (2) '**Medicare Advantage Certification**' shown below.

You can upload your certificate from a different provider by clicking the (3) '**here**' link under the 'Medicare Advantage Certification' title. Click the new title '**Import Medicare Certificate of Completion**' to open the certificate submission page and submit a file for review.

Once the requirement has been met, the certification page will populate the '**Date of Completion**' and change the checkbox and Status column to '**Complete**'.



Uploading a Certificate of Completion from another Provider

Fill out the required fields and ensure the (1) **date of completion** entered is matching the date on the file provided. Once the form has been completed and the file with the certificate selected, click on (2) **'Submit'** to upload the certificate for further review.

Upload Certificate

Please complete the following fields related to the selected Certification Year and browse your local file system for the relevant certificate to upload. * Required

Certification Year: *

2026

Date Completed: *

Must be in mm/dd/yyyy format.

NOTE: Completion date must match the completion date that is on the certificate.

Certification Training Provider: *

AHIP

The Certificate must include *Fraud, Waste and Abuse* to be approved.

Choose File

No file chosen

Valid file extensions are: PDF(.pdf), GIF(.gif), JPG(.jpg)

☐ I attest that I have completed the Medicare course indicated and am uploading a valid certificate.

NOTE: If more than one file is uploaded for a given certification year, only the latest file uploaded and its associated fields will be considered for review and displayed on the Certifications and Transcript pages

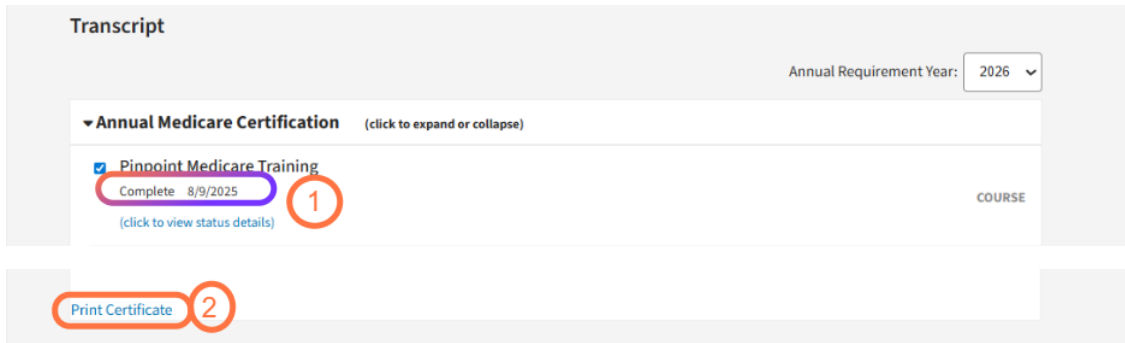
IMPORTANT: The name on the certificate must match the name on this account in order to expedite receiving credit for this course. Go to your [profile](#) if you need to make any adjustments prior to uploading your certificate.

Submit

Transcript

Access your transcript by clicking on 'Transcript' in your main navigation menu to view your (1) completion dates and (2) scores, attempts and form submissions (where applicable).

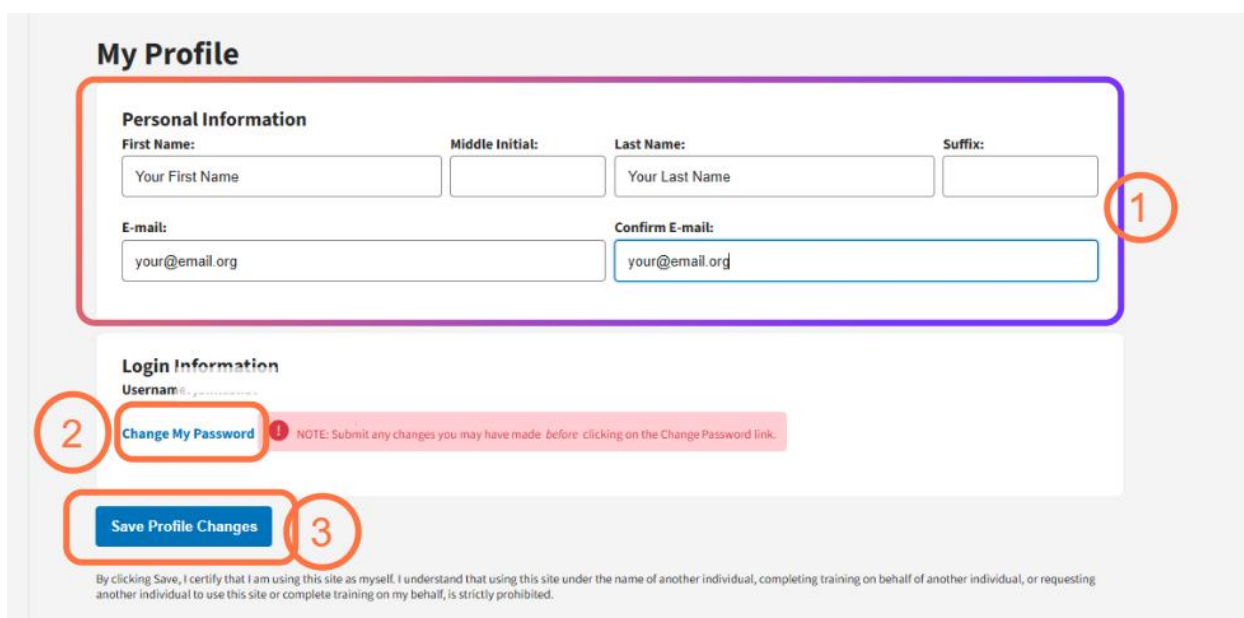
A checkmark in the box will indicate a completion and once all requirements have been met, the (3) 'Print Certificate' button becomes available to generate and download a certificate of completion file.



The screenshot displays the 'Transcript' section of the Medicare Certification System. At the top right, there is a dropdown menu for 'Annual Requirement Year' set to '2026'. Below this is a section titled 'Annual Medicare Certification' with a '(click to expand or collapse)' link. Inside this section, a course titled 'Pinpoint Medicare Training' is listed with a status of 'Complete' and a date of '8/9/2025'. A checkmark is visible next to the course name. A red circle with the number '1' highlights the completion date. Below the course name, there is a link '(click to view status details)'. To the right of the course name, the word 'COURSE' is displayed. At the bottom of the transcript section, a red circle with the number '2' highlights the 'Print Certificate' button.

Updating Profile

Access your profile from anywhere on the site by clicking on the link 'My Profile'. You can update your (1) 'Personal Information', the (2) 'Password Recovery Security Question and Answer' and your current (3) 'Password'. Click on (4) 'Submit' to confirm your adjustments.



My Profile

Personal Information

First Name: Middle Initial: Last Name: Suffix:

E-mail: Confirm E-mail:

Login Information

Username:

2 [Change My Password](#) **1** NOTE: Submit any changes you may have made before clicking on the Change Password link.

3 [Save Profile Changes](#)

By clicking Save, I certify that I am using this site as myself. I understand that using this site under the name of another individual, completing training on behalf of another individual, or requesting another individual to use this site or complete training on my behalf, is strictly prohibited.

User FAQ

I forgot my credentials. How do I recover them?

In most cases, your username is your National Producer Number (NPN). You can use the National Insurance Producer Registry to look this up: <https://nipr.com/help/look-up-your-npn>. On the homepage, you will see a "Forgot Username?" and "Forgot Password?" link on the left-hand side. Enter your username/NPN to receive your information sent to the email address on file. Follow the prompts to reset your password.

What courses do I have to take?

Required courses will be assigned to you by your plan administrator and are labelled with 'REQ' for 'Required Course'. Optional content if available is listed as 'REC' for 'Recommended Course'.

Do I have to take the courses in a particular order?

It will depend on your plan provider's requirements if the Medicare Advantage training must be taken prior to being able to access further training. If an item has pre-requisites, it will show you a list of requirements upon hovering your mouse over the title. You will be able to proceed once the pre-requisite(s) has been completed.

What is the Medicare Advantage Certification course, and why does it bring me to a different site?

1. If you have not yet earned your National Certification with AHIP, you would need to launch the "Medicare Advantage Certification" course, which will open the Pinpoint Medicare Certification System website, OR
2. If you already have a certificate of completion for AHIP, you can click the link embedded link in the description of first course ("[here](#)" link). This will change the title of the course to: "Import Medicare Certificate of Completion".

Who should I contact if I need assistance?

For AZBlue agent support and questions on training, contact AZBlue Medicare Broker Support at (480) 389-2712 or BCBSBRKSupport@AZBlue.com

For questions or technical assistance regarding the Pinpoint Medicare Certification, please contact Pinpoint at 1(866)649-3701 or send an email to Medicarehelp@pinpointglobal.com